

109.0016



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PATENT

Applicants: James L. Volpe et al.
Serial No.: 09/997,571
Filed: November 29, 2001
For: SYSTEMS AND METHODS FOR
MANAGING CUSTOMER-RELATED
COMMUNICATIONS
Group: 2152
Examiner: Not Assigned Yet

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, on the date set forth below:

Signed: Marianna Tortorelli

Name: Marianna Tortorelli

Date: April 9, 2002

Chapel Hill, North Carolina
April 9, 2002

Commissioner for Patents
Attn: Box Missing Parts
Washington, DC 20231

**RESPONSE TO NOTICE TO FILE MISSING PARTS OF
NONPROVISIONAL APPLICATION**

Sir:

In response to the Notice to File Missing Parts of Nonprovisional Application dated January 18, 2002 enclosed is a copy of said Notice and a Declaration and Power of Attorney for the above identified case.

Also enclosed are 22 sheets of substitute drawings and two checks in the amount of \$130 and \$110 to cover the surcharge and the one month extension of time fee. Please charge any underpayment of credit any overpayment of this fee to Deposit Account No. 50-1058. A duplicate copy of this Response is enclosed.

04/18/2002 AOSMAN1 00000078 09997571

02 FC:115

110.00 OP

Respectfully submitted,

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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/997,571	11/29/2001	James L. Volpe	109.0016

27997
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CONFIRMATION NO. 5258
FORMALITIES LETTER



OC00000007331912

Date Mailed: 01/18/2002

Due 3/18/02

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(l) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

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01 FC:105 130.00 0P

A copy of this notice MUST be returned with the reply.

Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

